

MTW Supplement Module HUD User Known Issues

The issues listed below are affecting how users perform tasks in the MTW Supplement system **as of 06/30/2023**. When these items are resolved in the system, this list will be updated.

This document is divided into two sections:

- [Items to Note](#) – items that users may have some confusion about but are not issues that need to be fixed in the system.
- [Current Issues](#) – issues that are affecting multiple users and are being investigated.
- [Resolved Issues](#) – issues that were previously listed under Current Issues but have now been resolved.

HUD staff can view issues that PHA users are having on the PHA known issues list on the [HIP Training page](#). Those issues, unless they also affect HUD users, are not included in this document to prevent the list from getting out of sync with the official list on the website.

Reporting issues: If you believe that you are experiencing an issue not listed under Current Issues below or an issue marked as resolved, please follow the instructions in the “How to Use the MTW Supplement Module” knowledge article on the [HIP Training page](#) to send an email to the REAC TAC and provide the details of the issue and a screen print showing the error. Help requests that state the equivalent of “it won’t let me do it” will receive an email asking for the information originally requested in the knowledge article.

Items to Note

The items below are not issues that need to be fixed but are items that users may have some confusion about. The information provided here will hopefully help users understand how the system is functioning.

Description	Additional Information
Users may have issues opening PDF files that were generated prior to the 04/14/2023 system release.	Users should not attempt to open any PDF files under the S-Docs Relationships heading that were generated prior to 04/14/2023. If you need to view a PDF of an MTW Supplement form, generate a new PDF.
If a user opens a PDF file that they generated before the system has finished processing it, they may receive an error message such as “unique error”. This is due to what was changed in the system to fix the PDF issue that was resolved on 04/14/2023.	The user should close the tab and wait a few minutes before opening the PDF again. At that point it should open properly.

Current Issues

The issues below only occur for HUD users.

Issue Description	User Workaround
<p>When a HUD user is using the View Form link, they may receive one of a couple of errors.</p> <ul style="list-style-type: none"> • A Component Error has occurred • An unhandled fault has occurred 	<p>HUD users should not attempt to use the View Form link. The user can generate a PDF of the form and view the information that way.</p> <p>If the user is unsure which question on the form a response is for, they should use the OMB approved form as a guide.</p>

The issues below occur for both HUD and PHA users.

There are currently no issues affecting both HUD and PHA users.

Resolved Issues

The issues listed below have been resolved as of the date listed. If you think that an issue listed below has cropped up again, please reference the notes labeled “Reporting Issues” at the beginning of this document.

Issue Description	Additional Information	Date Resolved
<p>If a PHA user selects the response “Already provided” to the either of the core questions “Does this MTW activity require a hardship policy?” or “Does the MTW activity require an impact analysis?”, the user will not see information about hardship policy or impact analysis in the PDF of the form.</p>	<p>There is no workaround. The information is stored in the system. The IT team is working on this and once it is resolved the already provided response will appear in any future PDF files that are generated.</p>	<p>06/30/2023</p>

Issue Description	Additional Information	Date Resolved
After a user clicks on the Generate PDF button and waits a couple of minutes to allow the PDF to be made available (even though the link appears right away), the user receives an error message when they click on the red PDF icon or on the link and then the PDF icon to open the generated PDF.	This has been reported with forms in draft status but may occur with forms in other statuses. The IT team is currently investigating it but would appreciate any additional details users can provide by following the instructions in the “Technical Assistance” section of the “How to Use the MTW Supplement Module” knowledge article to send an email to the REAC TAC noting that you are reporting an issue with the HIP MTW Supplement module. Please include the form number (e.g., MTWS Form – 01234), the task you were trying to do (e.g., open a PDF file you have generated), and the text or screen print of the error you received.	04/14/2023
When some users click on the Generate PDF button, they receive an error message that states: “An unhandled fault has occurred in this flow An unhandled fault has occurred while processing the flow. Please contact your system administrator for more information.”.	This issue is occurring for all users and there is no workaround available. Users will be informed by email and this list when the issue is resolved.	01/17/2023
PDF Download: If a PHA user selects Yes for the question "If applicable, was an additional public hearing held for an Agency-Specific Waiver and/or Safe Harbor waiver?", in the PDF file the system generates it will state "No additional public hearing was held for an Agency-Specific Waiver and/or Safe Harbor waiver."	There is no workaround to make the PDF state the correct response, <u>however</u> , PHA users have been instructed in their known issues document to ensure that the file they have uploaded as supporting documentation for this question to show that an additional hearing was held is named per the naming convention described in the “How to Use the MTW Supplement Module” knowledge article so that the HUD reviewers can retrieve it from the system.	07/13/2022

Issue Description	Additional Information	Date Resolved
<p>When a HUD user is using the View Form link, when they are on the Section C screener page and click the Next button, they receive the error:</p> <p>MTW Supplement Master Flow An unhandled fault has occurred in this flow An unhandled fault has occurred while processing the flow. Please contact your system administrator for more information.</p>	<p>While this issue was fixed, there are still issues with the View Form link, as mentioned above, and users should not be attempting to use this part of the system.</p>	<p>03/11/2022</p>
<p>If a user attempts to reset their password using the “Forgot Your Password” link, the user will not receive an email to reset their password.</p>	<p>Users should be careful to note the password they have chosen in a secure location. If the user has requested a password reset using the link and does not receive the email, they should check both their junk folder. If the user still is unable to do their own password reset, they can contact the REAC TAC at 888-245-4860 or by email at reac_tac@hud.gov and specify they need their MTW Supplement system password reset – do not mention Salesforce.</p>	<p>03/11/2022</p>
<p>When the automatic email notification is sent out for Returned for Revisions, there are two copies that are sent, unlike the submission and approved notifications that only generate one copy. There is one copy that goes out to the user that submitted the form, the email addresses for the MTW office desk officer and field office POC, and the MTW Supplement mailbox. The second copy of the message goes to the MTW office desk officer, field office POC, and the MTW Supplement mailbox – it does not include the PHA. It has been reported that sometimes this second message has the wrong field office POC on it, but the first copy has the correct POC listed. It appears this may occur if they field office POC changes, but it is currently being investigated.</p>	<p>This has been resolved – only one copy of the email should now be sent out.</p>	<p>03/11/2022</p>

Issue Description	Additional Information	Date Resolved
<p>When some users click on the Generate PDF button, they receive an error message that states:</p> <p>“An unhandled fault has occurred in this flow</p> <p>An unhandled fault has occurred while processing the flow. Please contact your system administrator for more information.”.</p>	<p>Since this issue does not affect all users, if a user receives this error message, please email MTWSupplement@hud.gov and state that you are experiencing this known issue and ask that a copy of the PDF to be sent to you via email.</p>	<p>01/05/2022</p>